

**Additional Navy Travel Card Program Management Guidance WRT
21 Sep 01 USD(C) memorandum**

On 21 Sep 01, the Under Secretary of Defense (Comptroller) (USD(C)) issued a memorandum establishing several new policies for all Department of Defense (DoD) Components. Although most of the procedures are already part of current Department of the Navy (DON) policies, the following highlights items that are new requirements:

Make command expectations clear

Commands must ensure that travel card policies and procedures are clear to cardholders, supervisors, and APCs. Cardholders must be aware that the travel card is for payment of official government travel expenses only and are expected to remit full payment of the amount due by the payment due date. APCs are required to obtain and review delinquency reports as specified in reference (b). Supervisors and/or commanders must take appropriate action to prevent and respond to card misuse, abuse, and delinquency.

Emphasize training

There are many resources currently available to assist APCs with effectively managing the travel card program. We recommend the following resources:

- General information about the travel card program can be found on the DON eBusiness Operations website at: <http://www.don-ebusiness.navsup.navy.mil/don-ebusiness/card/>. It provides links other useful travel card information and a frequently asked questions section.
- Enclosure (2) provides a succinct chart summarizing the roles and responsibilities for APCs as promulgated in the DoD Financial Management Regulation.
- Enclosure (3) lists the minimum tasks that APCs should perform on a monthly basis, taking into account the limited time typically available to dedicate to the collateral duty of managing the travel card program.
- Where practical, commands should encourage APCs to attend classroom training on the Electronic Account Government Ledger System (EAGLS). Bank of America (BoA) offers classes in various locations throughout the year and are free of charge. For more information, see <http://www.gcsuthd.bankofamerica.com/>
- BoA also offers two different e-mail newsletters - News Blast and DoD APC Advisory - to communicate the most up-to-date

travel card program information to APCs. APCs should contact their Level 3 APC or the Bank of America for instructions on how to receive these newsletters.

Ensure that travel charge cards, when issued, are needed and used appropriately

Reference (c) provided command guidance on conducting a thorough review of all travel card accounts with the objective of canceling unnecessary cards and deactivating cards for infrequent travelers who would otherwise need a card for travel expenses. Commands are to conduct these reviews on a periodic basis to ensure that cards are only issued as necessary.

Commands should encourage new cardholders to review the General Services Administration online training tutorial available at <http://www.fss.gsa.gov/webtraining/trainingdocs/traveltraining/index.cfm>.

Take appropriate action with respect to arriving and departing cardholders

Travel card issues are to be adequately addressed during in-processing and out-processing of personnel:

- Commands should ensure that travel card APCs are included during personnel in/out-processing if not already included in this process.
- Commands should cancel cards for all military members and civilian employees leaving DoD upon detachment.
- Commands may transfer a travel card account to the new hierarchy using the Account Transfer function available in EAGLS.

Use existing tools to set the stage for appropriate disciplinary action

It is critical that APCs obtain and review the various delinquency reports made available by BoA. APCs should review enclosure (4) for instructions on how to generate delinquency reports. APCs are required by reference (b) to generate the delinquency reports and notify cardholders and supervisors when accounts reach 55-, 90- and 120-days past due.

Take appropriate action with cardholders that misuse or abuse their travel charge cards

Using the travel card for non-official government travel expenses is considered misuse, and failing to make timely

account payments is considered abuse of the card. Although there is nothing in the law or Department of Defense policy prescribing punishment for misuse or abuse, disciplinary action is left to the Commander's discretion so that all circumstances can be considered. Recent Congressional criticism to card delinquencies and misuse has increased public awareness and scrutiny of the program. Commands are to review disciplinary procedures, if available, or establish written disciplinary procedures to ensure that corrective measures are taken against those misusing or abusing their travel charge cards.

Taken together, these steps will help ensure continued progress in reducing DON delinquencies. It is essential that DON commands and activities continue to monitor the travel card program and work with cardholders that are delinquent. Therefore, this memorandum should receive the widest dissemination within your chain of command.